

Program D: District Offices

OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003.

DEPARTMENT ID: 04 - Department of Public Service

AGENCY ID: 04-158 Public Service Commission

PROGRAM ID: D: District Offices

1. To ensure that 75% of complaints between regulated utilities and customers are resolved within 30 calendar days.

Strategic Link: To ensure that 75% of all complaints between regulated utilities and their customers are resolved within 20 days of formal notification to the utility.

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percent of complaints resolved within 30 calendar days	Not applicable	Not available	Not applicable	Not applicable	75%	75%
S	Total number of complaints received	Not applicable	19,367	Not applicable	Not applicable	20,000	20,000
S	Number of complaints in District 1	2,000	2,012	2,100	2,100	2,000	2,000
S	Number of complaints in District 2	2,200	2,392	2,000	2,000	2,100	2,100
S	Number of complaints in District 3	2,700	2,634	2,200	2,200	2,000	2,000
S	Number of complaints in District 4	4,300	5,182	5,300	5,300	2,200	2,200
S	Number of complaints in District 5	5,800	6,710	5,400	5,400	5,300	5,300
S	Average length of time to process complaints in District 1 (in days)	4	1.5	4	4	2	2
S	Average length of time to process complaints in District 2 (in days)	12	3.9	7	7	4	4
S	Average length of time to process complaints in District 3 (in days)	14	4.6	4	4	3	3
S	Average length of time to process complaints in District 4 (in days)	4	2.1	4	4	2	2
S	Average length of time to process complaints in District 5 (in days)	14	3.5	2	2	3	3

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2. (KEY) To maintain a system of regulation of utilities and motor carriers such that no more than one successful legal challenge is made to the issues promulgated by the commission.

Strategic Link: This operational objective is linked to the strategic objective 1.2: *To maintain a system of regulation of utilities and motor carriers such that no more than one successful legal challenge is made to the issue promulgated by the commission.*

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Please Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of successful legal challenges	1	2	1	1	1	1
S	Number of issues promulgated	1,000	959	850	850	850	850